



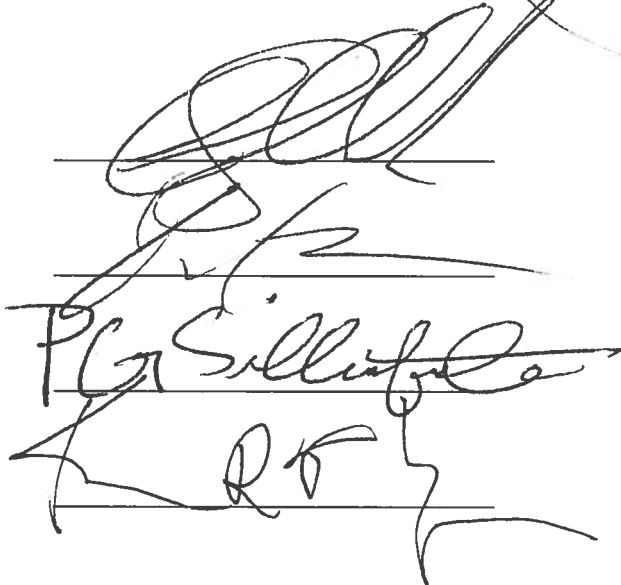
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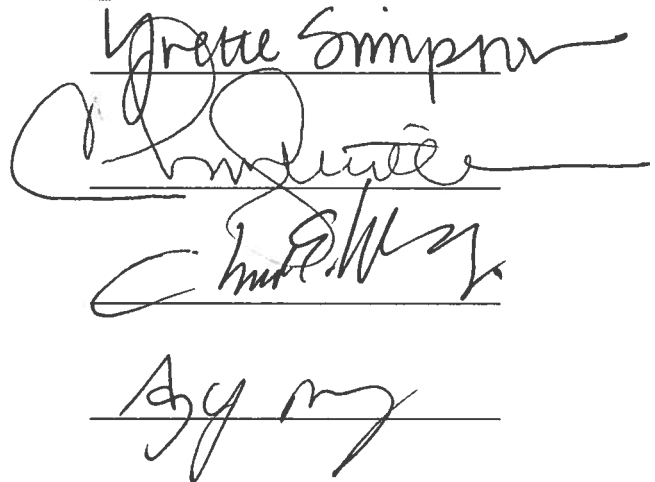
December 2, 2014

MOTION

WE MOVE that the administration prepare a report for council revisiting feasibility of implementing a 3-1-1 constituent call center and corresponding coordinated customer service request system, (see documents #200801077 and #200801364 for reference) through the internet and mobile devices, to help improve customer service in the City of Cincinnati, while lessening the volume of non-emergency calls made to 9-1-1 dispatch centers.


Councilman Wendell Young


Paula Silliman


Greta Simpson

(Statement on reverse)

STATEMENT

In 1997, the Federal Communications Commission designated 3-1-1 phone numbers be reserved for cities to use as constituent service/municipal information hotline for residents and visitors alike. Many cities have established very successful 3-1-1 programs and in doing so, they have seen positive changes in the efficiency of city services, response times to citizen concerns, customer satisfaction and a dramatic reduction of non-emergency calls made to 9-1-1.

In 2008, Cincinnati City Council voted 8-0 to explore the feasibility of transitioning Cincinnati from its current 591-6000 system, to a more universal, easy to remember 3-1-1 system. Two reports were delivered to Council (#200801077 and #200801364,) outlining the logistical components to implementation, as well as the associated costs. Unfortunately this initiative was proposed at the same time that the nation's economy was spiraling into recession, forcing all municipal governments to scale back their operations. While the political will for 3-1-1 was present, circumstance forced the initiative back onto the shelf.

Our city is once again on the rise, and the interest in shared services and efficiency is great. With the establishment of the Office of Data and Analytics, an office created for the purpose of reducing inefficiency and improving citizens' customer service experience, Cincinnati is in an even more advantageous position to launch a successful 3-1-1 system.